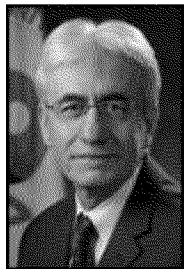


To: Mass Mailer[Mass_Mailer@epa.gov]
From: MassMailer
Sent: Fri 2/24/2017 9:48:15 PM
Subject: Mission Support Benchmarking Customer Satisfaction Survey



Greetings,

Earlier today you should have received an email from "Mission-Support Benchmarking" with the subject line "2017 Customer Satisfaction Survey: Help Improve Your Organization's Mission-Support Functions." I'm reaching out to assure you this is a valid, confidential survey and to urge you to take 10 minutes to complete it. If you did not receive the email, please check your spam folder.

This annual survey is part of an ambitious project led by OMB and GSA to benchmark the performance of mission-support functions (contracting, human capital, financial management, and IT) at our Agency and across government. Our leadership team is counting on you to provide feedback on the quality and usefulness of these support services. Combined with cost metrics from the Benchmarking project, this survey data helps us pinpoint the strengths of our mission-support functions and crucial areas for improvement.

Thank you for sharing your valuable feedback and supporting the ongoing improvement of our mission-support services.

Mike Flynn

Acting Deputy Administrator

